

We are happy to offer you our Baker McKenzie Helpline. This helpline has a monthly subscription fee for all in scope questions that can be dealt with per telephone. All questions will be logged, to avoid that your personnel will ask the same question multiple times. Our approach is as follows:



We set up a Baker McKenzie Online page (This can also be integrated in your existing Client portal on Baker Online.)



Questions will be submitted through the easy to use online form on the Baker McKenzie Online page (you will be able to indicate who may submit questions to the helpline). The submitted data will be logged to the page automatically.



Once a question is submitted through the helpline the work will be distributed to the best placed data protection law expert in the relevant jurisdiction.



The question will be answered by phone and data logged to the Baker McKenzie Online page to avoid duplication of requests (who asked, date of answer, take away, etc.).



If a written follow up is requested we will set up a separate matter and discuss fee arrangements. We will not charge time spent under 30 minutes in such follow up matter. When a written follow-up is required (e.g., an agreement, memo setting out the conclusions of the discussion etcetera) we would do that on the basis of a discrete instruction and fee quote to be agreed on a case by case basis.



We report both 'usage' of the helpline and volume of follow up instructions periodically. We can also set up automatic notifications on the platform, so that the client will receive updates about the helpline automatically (on a daily, weekly or monthly basis).



Every three months we evaluate the actual use of the helpline and the amount of time spent. If the actual time spent would result in significantly lower or higher fees than the sum of the monthly 'subscription fees' we will negotiate in good faith whether to adjust the amount or change the scope or rules for using the helpline – depending on your preferences.

Please do [contact us](#) for a demo of the helpline.